SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet.

Out of 28 units under contract with Budget, there were 28 service calls on 8 copiers and 3 printers during the fiscal year. Uptime for your fleet was 99.97%, which is excellent for the size and age of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. Budget notes their average response time from call to arrival as 2.29 hours, which is also excellent. Budget seems to be taking very good care of your fleet, with quick response times, and quick resolution of issues that come up.

Your last upgrade was 8/2/2017. All machines are under a five-year+ warranty and service contract that expires on 6/30/2023. However, the average model in your fleet was introduced 5.28 years ago. Six units are more than 7 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

Two copiers had 5 service calls each in the reporting period. Details on those calls can be found on the last page.

	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Avg Down Time	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Caravel Middle School															
CMS Hallway	Konica Minolta BH3320	A6WP011008535	61815	0	0	0.00	0.00	100.00%	2,364	0	1,055	0	2/1/2014	7.75	Black Laser MFP
Grade 5	Kyocera P2235dw	VCU6Z00370	61820	0	0	0.00	0.00	100.00%	1,798	0	383	0	4/1/2017	4.58	Black Network Printer
Hall of 6th Grade Wing	Kyocera P3045dn	VM37403434	61835	0	0	0.00	0.00	100.00%	2,773	0	899	0	4/1/2017	4.58	Black Network Printer
Library	Konica Minolta BH808	A8KN011003609	61827	0	0	0.00	0.00	100.00%	24,138	0	6,210	0	6/1/2016	5.42	Black Photocopier
Main Office	Konica Minolta BHC3351	A92F011001722	61819	2	3,544	1.83	7.61	99.91%	2,478	2,398	1,239	1,403	4/1/2017	4.58	Color Laser MFP
Room 21 Special Ed	Kyocera P2235dw	VCU7100677	61821	1	0	0.67	2.15	99.98%	564	0	537	0	4/1/2017	4.58	Black Network Printer
Room 28B Kitchen Office	Kyocera P2235dw	VCU7100620	61822	0	0	0.00	0.00	100.00%	208	0	92	0	4/1/2017	4.58	Black Network Printer
Teachers' Room	Konica Minolta BH654	A5YN011001041	18753	0	0	0.00	0.00	100.00%	3,144	0	13	0	2/1/2013	8.75	Black Photocopier
Carmel Elementary School															
Foyer	Konica Minolta BHC558	A79K011007041	61898	1	92,490	0.37	1.33	99.98%	192	0	7	0	2/1/2017	2.33	Color Photocopier
Grade 4 Portables	Kyocera P2335dw	VCU7100635	61824	0	0	0.00	0.00	100.00%	149	0	146	0	4/1/2017	2.33	Black Network Printer
Kitchen Office	Kyocera P2335dw	VCU7301329	61829	0	0	0.00	0.00	100.00%	4,672	2,312	1,130	195	4/1/2017	5.25	Black Network Printer
Library	Konica Minolta BHC3350	A4Y4011022409	62561	4	10,977	3.74	5.04	99.94%	214	0	78	0	1/1/2014	2.33	Color Laser MFP
Main Office	Konica Minolta BHC3351	A92F011001631	61818	0	0	0.00	0.00	100.00%	37	46	408	79	4/1/2017	4.58	Color Laser MFP
Room 12 Work Area	Konica Minolta BH808	A8KN011004099	61897	3	62,710	2.42	3.16	99.96%	15,197	0	10,878	0	6/1/2016	5.42	Black Photocopier
Room 18 Grade 1	Kyocera P2335dw	VCU7301405	61203	0	0	0.00	0.00	100.00%	313	0	0	0	4/1/2017	4.58	Black Network Printer
Room 21 Music/Art	Kyocera P2335dw	VCU8705628	64249	0	0	0.00	0.00	100.00%	117	0	4	0	4/1/2017	4.58	Black Network Printer
RSU 87 Bus Garage															
Main Office	Konica Minolta-BHC3351	A92F011001600	61817	0	0	0.00	0.00	100.00%	382	159	473	270	4/1/2017	4.58	Color Laser MFP
RSU 87 District Office															
Main Office	Konica Minolta-BHC454	A4FJ011007233	18787	0	0	0.00	0.00	100.00%	2,096	1,389	2,936	1,295	7/1/2012	9.33	Color Photocopier
Special Ed	Xerox WorkCentre 7835	MX1061656	61851	1	111,720	0.95	1.97	99.98%	2,402	1,967	1,812	1,356	7/1/2017	4.33	Color Photocopier
Suzanne M. Smith Elementary School															
Grade 5 Hallway	Kyocera P2335dw	VCU7101003	61828	1	14,336	4.87	5.32	99.94%	602	0	120	0	4/1/2017	4.58	Black Network Printer
Kindergarten Wing	Kyocera P2335dw	VCU7301420	61831	0	0	0.00	0.00	100.00%	195	0	40	0	4/1/2017	4.58	Black Network Printer
Library	Konica Minolta BH808	A8KN011003655	61825	0	0	0.00	0.00	100.00%	12,592	0	9,581	0	6/1/2016	5.42	Black Photocopier
Main Office	Konica Minolta BHC3351	A92F011001609	61816	3	15,380	3.63	24.29	99.72%	3,125	3,105	1,687	2,222	4/1/2017	4.58	Color Laser MFP
Room 111 Special Ed	Kyocera P2335dw	VCU7100974	61832	2	13,002	1.34	2.10	99.98%	823	0	805	0	4/1/2017	4.58	Black Network Printer
Room 123 Kitchen Office	Kyocera P2335dw	VCU7101002	61830	0	0	0.00	0.00	100.00%	330	0	89	0	4/1/2017	4.58	Black Network Printer
Room 203 Computer Lab	Konica Minolta BH654	A5YN011001035	18754	5	17,744	3.08	7.98	99.91%	11,114	0	7,855	0	2/1/2013	8.75	Black Photocopier
Teachers' Room 1st Floor	Konica Minolta BH654	A5YN011001038	18756	5	22,234	2.33	10.92	99.87%	4,007	0	3,869	0	2/1/2013	8.75	Black Photocopier
Title 1 Portable Room 142	Konica Minolta BHC3100P	A6DR012105171	61814	0	0	0.00	0.00	100.00%	188	190	222	11	6/1/2014	7.42	Color Network Printer
TOTALS & AVERAGES				**28**	**33,103**	**2.29**	**6.53**	**99.97%**						**5.28**	

RSU 87 - Budget Document Technology
Fleet Report FY21

Equipment with 5 or more calls for the reporting period July 1, 2020 to June 30, 2021										
Location	Current Equipment	Serial Number	# Service Calls	Last Reported Meter 6/30/21	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
SSES Room 203 PC Lab	Konica Minolta BH654	A5YN011001035	5	1,327,409	17,744	3.08	100%	7,855	Black Photocopier	Of the 5 service calls on this machine, two were for return calls to replace needed parts, which was completed within two days of the first service call. One issue was jamming where the fuser drive assembly needed to be replaced; another was an error code where the machine continued to run through its power cycle but never come on; the technician had to replace a bundle motor and sprocket in the finisher; the last call was on 3/11/21 where there was a paper jam in Tray 4, which was removed and feed rollers replaced.
SSES Teachers' Room 1st Fl	Konica Minolta BH654	A5YN011001038	5	772,092	22,234	2.33	100%	3,869	Black Photocopier	Of the 5 service calls on this machine, the first call in September was for jamming, where the technician replaced feed tires and cleaned the paper dust collector in the registration area. The remaining four calls were in November. Client had an error code with jamming that could not be removed; an ejector unit needed to be replaced, so a return call had to be made; the motor was missing a needed part that deoes not ship with the motor, so that had to be ordered; On the third call a broken gear was also found and had to be ordered. The final call te technician replaced the Ejector Unit, motor assembly, and a sprocket. All trays, ADF, and finisher were tested; firmware was updated.